

# RecEx Rambler

FALL 2010



OUR MANDATE IS  
YOUR MANDATE

“Serious about fun”

IN THIS ISSUE: LANGLEY • SAFETY • SALT SPRING • LETHBRIDGE • PITT MEADOWS • CORPORATE NEWS

## Langley Events Centre

**On we grow!** We are excited to announce the expansion of our operations in the Township of Langley this summer as Recreation Excellence has been selected to provide operational services to the high profile Langley Events Centre.

Our role will include all operational and maintenance services for this prestigious multi-purpose, 3900 seat Arena, 2100 seat Gymnasium, 500-seat Banquet facility and its tenants. This further enhances an already strong partnership within the Township of Langley, our other arena User Groups and the recreation enthusiasts of our community as well as forming new relationships with the many tenants and partners of the Events Centre. Garry Rushton is our Go-To guy at the LEC – and we thank him for being willing to leave the relative calm of the Aldergrove Community Centre to fill that need for us.

In addition to hosting concerts and other major sporting and cultural

events, the Langley Events Centre is home to the Langley Chiefs Hockey Club of the BCHL, Trinity Western University Spartans who host Basketball and Varsity Hockey, BC Titans Basketball, playing in the IBL, Langley Thunder Lacrosse, Langley Gymnastics and the facility is also enjoyed by many Youth and Community groups who use the Arena, Gymnasiums and Banquet facilities. Additional tenants of the facility include MLA Rich Coleman and the Tourism Langley offices.

We look forward to becoming key partners, and developing long term, positive relationships with all groups in this exciting facility. ●

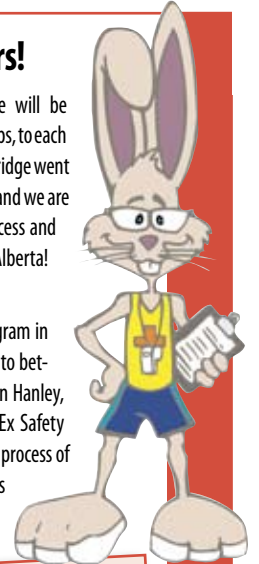


### Greetings RecEx Rambler Readers!

In keeping with our company-wide focus on safety, we will be adding this new section, focusing on safety information and tips, to each Rambler issue. In May of 2010, Recreation Excellence in Lethbridge went through the Alberta Safety and Partnership audit procedure and we are happy to announce that we successfully completed the process and received our COR status recognized by the government of Alberta!

**WHOOT! WHOOT!**

RecEx in Lethbridge is currently fine tuning their OH&S program in order to better serve our employees which in turn allows us to better serve the community of Lethbridge. Deanna Ward, Shaun Hanley, and Karin Westerink are the members of Lethbridge's RecEx Safety Committee. Brad Pack and Deanna Ward will soon begin the process of becoming trained to perform internal audits; internal audits must be performed on a yearly basis in order to maintain the company's COR status.



### SAFETY TIPS FOR SWIMMERS:

1. Children under the age of 7 must be directly supervised by an adult (age 14 or older) in the water within arms reach at all times.
  - Reason – it does not take a lot of water to cause distress to any person. Children under the age of 7 are fearless, risky, and do not understand how dangerous water can be if they get themselves in a situation where they are in distress and need assistance. It is beneficial for the parent/guardian to remain with their child at all times so that they can provide their child the assistance that they need if they ever get into a dangerous scenario.
2. Children or adults of any age that wear floatation devices for support because they are a weak swimmer must be directly accompanied in the water at all times by an adult (age 14 or older) who can swim.
  - Reason – floatation devices are not the replacement of adult supervision. If at any time the person wearing the floatation device goes into distress, the parent/guardian that is directly supervising them in the water can help them immediately which reduces the risk of further danger for that individual.

It is important for people to understand that life guards are not babysitters – they are trained to prevent accidents from occurring and part of prevention is to enforce certain rules and regulations that are in place for the safety of our patrons.

**We hope that everyone continues to be “Serious about Fun” and “Serious about Safety”! Take care everyone!**

Until Next Time,  
Deanna Ward, OH&S Coordinator

SERIOUS ABOUT SAFETY

# PITT MEADOWS

Endless activity describes life at Pitt Meadows Arena over these past few months. Arena renovations began slowly this spring only to ramp up encompassing several areas of the building this fall. Coordinating construction needs during the weekday ensures that the rinks are ready when the user groups arrive early afternoon. The facility remains open and normal day-to-day operations continue amidst the construction. Progress thus far is exciting and everyone is anxious to see the finished project when it is unveiled next year. Upon completion, Pitt Meadows Arena supporters will enjoy a highly renovated interior, concession, office, skate shop and elevator along with noticeable upgrades to washrooms and other miscellaneous spaces.

On a sunny day in September, we hosted a "Burger Bash" in our parking lot to celebrate the official start of the renovation project. The day started with a construction tour by staff and council from the City of Pitt Meadows and Maple Ridge/Pitt Meadows Parks and Leisure Services. Celebrations wound up that evening with speeches, food, beverages, music, cake and a photo display. We want to thank those who attended which include Pitt Meadows Councilors, neighbours, RecEx Staff, Parks and Leisure Staff and representatives from our user groups. Many thanks to the Kiwanis Club for providing food services and to Darlene S. and Dave S. from Parks and Leisure for organizing the event.

Cam Neely, Andrew Ladd and Brendan Morrison's autographed NHL jerseys that hung in the arena office for years were temporarily removed due to construction



needs. These local sports heroes played minor hockey here and we look forward to when their jerseys are back on display for everyone to enjoy.

Sweet Sixteen birthdays happen only once and proud father and Operations Supervisor, Ryan L. chaperoned his daughter Lauren and her friends on a trip to Whistler. Happy belated birthday Lauren!

Juggling work demands and responsibilities as a lacrosse referee and clinic facilitator are tasks that Kyle S. takes seriously. He continues to hone his leadership skills on and off the floor putting his skills to work at the Lacrosse Provincials this summer. We are proud of your accomplishments and contributions Kyle!

With two sheets of ice in by the end of July, numerous hockey schools, camps and clinics utilized the arena this summer. We saw the return of hockey players from Korea with upwards of forty skilled players here to learn the intricacies of the Canadian hockey game. We look forward to their return again next year.

Recreation Excellence staff members were busy volunteering with the BC Summer Games hosted by the Township of Langley this summer. Congratulations to Brian A. who helped coach his girls' soccer team to a



Some of our great Summer Games Volunteers: Tom Watson, Deb Tucker, Norm Kassis and David Leavers (Township of Langley)

bronze medal. Deborah Tucker, Norm Kassis and company owner, Tom Watson volunteered behind the scenes to oversee sport equipment and venues for the Games. The BC Games are often the first multi-sport competition that our young athletes participate in. To be a part of this event was an honour and a privilege and we are grateful for the fun filled memories.



In the spirit of giving, our staff held an in-house raffle and raised \$180.00 for the Friends in Need Food bank. Congratulations to Brett N. who was the winner of the BBQ and helped contribute to such a worthy cause in our community.

Sadly, we said goodbye to our concession staff for the next year while the upstairs concession remains closed due to construction. Carol B. continues to work for RecEx at the George Preston Recreation Centre in Langley. We look forward to working with them again once the new concession opens next year!

Our very own Deborah Tucker completed the 3 year Leisure Development Course this June in Vernon, and outdid herself as usual. Deb was the recipient of the Doug Sessoms Memorial Bursary, which recognizes the personal and professional growth of the student as well as commitment of the individual to the program over its three-year duration. The award committee felt that Deb exhibited a willingness to learn and made a valuable contribution to the program both in and out of the classroom environment. Way to go DEB!! You are awesome!

RecEx is pleased to provide our client in Pitt Meadows with such outstanding and dedicated personnel!

# LANGLEY

Summer is over and the ice season is now in full swing for 2010/2011 at the George Preston Recreation Centre and the Aldergrove Community Arena.

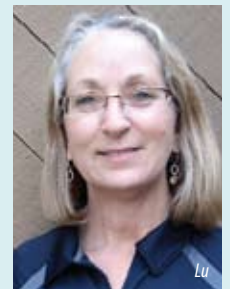
The normally quieter summer season in our Arenas was filled with activity this year. Our main office at the George Preston Recreation Centre welcomed a new face with Lucille Sitoski joining us as our Facility Booking Coordinator. "Lu", replaces Sandra Wright, who has chosen to move back to Ontario (silly girl!). Welcome to our RecEx Family, Lu! With the busy ice season, our office hours are also expanded to evenings and Saturdays, with Kelly Sinclair continuing to assist in bookings and other functions.

With growth in our Langley facility portfolio, adding the Langley Events Centre this summer, comes movement of our Arena Operations Managers. We have welcomed back an old friend to our facilities as Marcel Laferriere re-joins us in a Full time capacity as Operations Manager for GPRC. Garey Haynes has relocated from GPRC to Aldergrove Arena, where Garry Rushton has relocated from to oversee our new operations at LEC. Welcome back Marcel and good luck to Garey and Garry (why couldn't they be spelled the same?) in their new homes!"

June 16-20th saw Langley Minor Lacrosse host the 34th Annual Dennis Hickey Lacrosse Tournament. This provided some exciting games involving teams from around the Province. Congrats to hometown Langley, winning gold!

July was an incredibly busy month in Langley as Valley Ball Hockey Association hosted the Western Challenge Cup at the George Preston Rec Centre July 15-18th. This tournament brought teams from BC and Alberta to compete for the Gold in their respective divisions. Congrats to all of the teams that qualified for these championships!

From July 22 – 25, The Township of Langley enjoyed the amazing experience of hosting the 2010 BC Summer Games. Several RecEx employees and even our illustrious leader, Tom, volunteered countless hours leading up to and participating in Venue Management for this great event! The George Preston Rec Centre was the staging grounds for Box Lacrosse. Langley put on a great Games, enjoyed by all.



Councillor Bell and Kelly Swift at the Burger Bash

Several staff members participated in the RecreOpen Golf Tournament held at Northview Golf Course in Surrey where all members received prizes for their spectacular play. Recreation Excellence is a major sponsor of this annual fundraising event, which benefits the field of Parks and Recreation in BC. Special thanks to Tom Watson for his generosity in having us join him for this annual event. Although they did not dominate on the course as the best foursome, Jim Raddysh (Salt Spring), Barb Foster (GPRC), Kerry (Langley Parks and Rec) and Deborah Tucker were rewarded for being the most honest foursome. How come the label said "Worst Golfers?" ●



BC Summer Games Lacrosse Action

On August 21st, RecEx teamed up with the Community Policing Office and The Township of Langley in the 4th Annual Safer Communities Day. This family event promoted crime prevention elements such as: fire safety, vehicle theft prevention, safety around dogs, bicycle safety and engraving. We would like to thank Nestle for donating water, Langley Lions for cooking hotdogs, and all the others that assisted us in this event.

By the end of August, it was time for ice to be re-installed. RecEx hosted an RFABC Ice Making course at GPRC, with our own Deb Tucker out there with "the Guys" making ice from the ground up! The Aldergrove Kodiaks officially started their 2010-2011 hockey season and all of our other groups have now been back on ice for the start of their season.

The Battle of the Badges hockey game took place September 22st at GPRC. Ex NHL players such as Cliff Ronning and Thomas Steen faced off with local law enforcement to bring entertainment by the means of a good ol' fashioned game of hockey. The proceeds from this game went to deserving charities.

**As we say goodbye to another summer, we welcome back all of our ice enthusiasts and look forward to another successful and FUN ice season!**

# SALT SPRING

We have had an amazing summer at the Rainbow Road Indoor Pool. Megan, Victoria, Meredith, Olivia, Brittany, Margo and Olivia B. were all back from university and working at the pool. We are so fortunate to have such great people working for RecEx!

The pool turned two in May and we had a big party. A fantastic group of girls came down from Nanaimo and gave us a great synchronized swimming show. The Man Cubs made music on the patio and the SSplash group provided a big birthday cake. A big "THANK YOU" to Tami for organizing the whole fantastic event.

On June 13 we hosted our first triathlon with 26 athletes participating. The adults were required to Swim 500 m (20 lengths) of the pool, ride 20 km and run 5 km and the kids distances were 200 m swim, 5 km ride and 1.25 run. Everyone who completed this challenge had a great time. This event would not have been as successful without the volunteers. Thanks to all of you!

The "Swim to Poet's Cove" finished on August 1 and Janet was the winner of one night's free accommodation plus airfare to Poet's Cove resort. This event was sponsored by – Poet's Cove Resort, Salt Spring Air and Recreation Excellence.

The Sting Ray Swim Team started their season on May 2 and the new coaching staff did a great job with our



Big Floating Toy



Phil Cleaning the Surge Tank

swimmers this season. The club hosted a swim meet on July 23, 24 and 25 that registered 222 swimmers. At one point we counted 200 spectators. This year they sent 23 swimmers to Regionals and one of our swimmers made it to the national competition. Great job!

The Big Floating Toy arrived on August 1. We set it up during our Friday Night Madness swim from 6:30 – 8 pm and the kids who have played on it, love it. This toy will only go in the pool on Friday night because it takes up the whole width of the pool so there is no lane available for length swimming from 6:30 pm – 8:00 pm.

The pool closed for its annual shutdown from Sept 6 – 25. This is a time for the staff to get to those maintenance issues you can't do while the facility is open. The most noticeable jobs completed were:

1. The dry wall in the lobby was filled and painted
2. Soap dispensers installed in all the shower areas
3. The handicap change room now has an electrical outlet beside the mirror
4. All the flooring was power cleaned

There were a number of other things done during this time that are not so noticeable as well, of course! The pool reopened with warm, clean water on

Sept 26 and it's great to see everyone back in the swim of things!

*Jim Raddysh, General Manager – Rainbow Road Indoor Pool*



Wow balls are a big hit.

# LETHBRIDGE

It's been a long process but we did it – in May we received our Certificate of Recognition (COR) for our Occupational

**Health & Safety program.** The auditors noted that although they saw some deficiencies they could see that we had done a lot of work and were well prepared for the first audit. Yay Team!!! We just want to say a special thank you to Deanna for all her time and effort on this huge project.

We had another great summer although the weather didn't cooperate much. Lessons were jammed at Nicholas Sheran and Stan Siwik Pools. When the weather was good, Henderson Outdoor Pool was the

place to be as it always is in the summer. We had the Wow Balls out on Thursdays for the month of August and they were a big hit. On August 21 we held our Annual Staff BBQ which was a great success, thank you again to all our amazing staff for your hard work throughout the summer – we couldn't have done it without you!

On September 10, Greg, Karin, Sunni and Katy participated in the United Way Challenge on behalf of Recreation Excellence. Although they finished 14 they had tons of fun racing go karts, playing mini golf and chasing golf balls on the par 3 course. And we donated \$750 to the United Way.

We're looking forward to the Fall of 2010 as we have many exciting projects on the go.

Until Next Time!

**Shaun Hanley - Assistant General Manager, Lethbridge**  
**Brad Pack - General Manager, Lethbridge**



Our Lethbridge GM, Brad Pack, turned 50 recently and was visited by 50 purple dinosaurs on his lawn. Way to go staff – nice surprise for Brad when he let the dog out that morning!

## STAN SIWIK POOL

What a great way to spend the summer months here at Stan Siwik Pool – busy, busy, busy! We had lessons in the morning, lessons in the afternoon, and of course busy open swims because of the unfortunate rainy weather.

In September, we closed the doors for 3 weeks for our annual maintenance shutdown. After draining the pool, painting and a lot of cleaning we opened the doors again on September 20th just in time for lessons to resume.

We would like to welcome all of our new staff to our Recreation Excellence team here in Lethbridge! We are looking forward to a busy fall and winter season!

Till next time,

**Karin Westerink** - Facility Manager Stan Siwik Pool.



*Katy explains lesson expectations to staff*

## NICHOLAS SHERAN POOL

Hello! I'm Katy! I am the "new" facility manager here at Nicholas – back for Round 2! I have been in Aquatics for 11 years and have been with RecEx since 2005. I did a short stint as Nicholas Facility Manager from 2006-2008, and now everyone is STUCK with me again! HA! Since 2008, I got married, got cancer (I am better now) AND became certified as a Water Safety Instructor Trainer – I love all of it!

So, summer came and went without so much as a "hello" it went by so fast! We had plenty of staff changes and are happy to see new and returning staff this Fall.

Our summer was filled with lessons, lessons, lessons! We had lots of fun and a great turn out! Most of August was spent getting ready for

our switch from the Swim Academy Preschool Program to the Red Cross Preschool Program – out with old and in with the new! We're having lots of fun singing our Preschool songs and learning the new program. Staff and patrons are equally excited about the switch!

**Katy Tallman** – Facility Manager – Nicholas Sheran Pool



## FRITZ SICK POOL

Our annual shutdown went well and we were able to add a few punches of color throughout our pool and spruce some things up! Upper level courses have been a great success – we had our first Water Safety Summer, (this program was designed for those who wanted to be a lifeguard and water safety Instructor by the end of summer). We had about 9 candidates that swam their way through and are now certified in NLS and WSI and we are happy to welcome a couple of them to our team! Things are looking great as always for the fall. Busy busy busy!

**Sunni Belle** – Facility Manager/Programmer – Fritz Sick Pool

## HENDERSON OUTDOOR POOL

Another season has quickly come and gone at Henderson Lake Outdoor Pool. This past summer we experienced a lot of challenges – vandalism, water main breaks, and abnormally cool and wet temperatures. Despite these challenges, we were able to rise to the occasion and ensure that our patrons and staff had yet another enjoyable summer! When the weather was hot, our pool was the place to be! All in all, it was a very successful summer. Once again, I would like to take this opportunity to thank the patrons of Lethbridge for another great season. We hope that you all have a very peaceful and restful winter and we look forward to seeing everyone again next year! Take care and remember to continue to be "Serious About Fun"!

Until Next Time,

**Deanna Ward** – Facility Manager - Henderson Outdoor Pool



*Henderson In-Service training*

It's been a busy few months around the Recreation Excellence Corporate Office. Tom has travelled to meet and work with staff and clients in all of the various projects over the past few months. The overwhelming report is that Recreation Excellence staff are performing wonderfully in all locations and our clients are very happy – which of course makes Tom very happy as well. So good work everyone! It's easy to be proud of our company when we are doing a great job and it's our staff who should be commended for our clients' satisfaction.



Barb Foster (Langley) and Jim Raddysh (Salt Spring)



Ryan Lamont (Pitt Meadows), Maria Halvorson (Corporate) & Norm Kassis (Langley and Pitt Meadows)

Recreation Excellence held its fall General Managers meeting in Surrey this past September. The senior staff worked hard while they were together and finished off the week with a round of golf at the Recreation Foundation of BC Golf Tournament that Recreation Excellence co-sponsors.

This fall an extension to our Salt Spring contract was negotiated. Although the agreement has yet to be signed, negotiations went smoothly and the client is very happy with our service. It is believed a signed agreement will be in place within the next few weeks. Jim Raddysh and the rest of the Salt Spring Recreation Excellence team have done a wonderful job at the new Rainbow Road Pool and they are all to be congratulated on their success! Thank you!

Tom's book *Man Shoes* which is being published through Advantage Media Group is scheduled for release this coming May and Advantage Media Group has singled out *Man Shoes* as being

the most anticipated release for 2011. The book has been reviewed by a select test group comprised of editors in Canada and the United States and has met

with rave reviews. Tom is heading to Charleston, South Carolina soon for a one week Author's workshop. At that time he will meet with his Publisher and begin final arrangements for the release of the book. So be on the look out for *Man Shoes* coming this spring!

Tom has also been signed by the Keynote Group out of Florida, which is one of America's top speaking bureaus. Yolanda Harris, the President of the Keynote Group, has worked with speakers like Tony Robins and is very pleased to have the opportunity to work with Tom in the coming years. So that is big news on Tom's speaking career.

Most people know that Tom has a passion for customer service and over the years has delivered countless customer service workshops for clients. Recently Tom was accepted into a high level Customer Service Training program in Toronto which he will be attending at the end of October. Upon his successful completion of the course work and the follow up practicum, Tom will be recognized as an elite trainer in the Customer Service Industry. We'll let you know how he does in the next Rambler Edition.

In late November and Early December Tom looks forward to seeing staff and clients at the company's annual Christmas banquets. It's been a tremendous year for Recreation Excellence and Tom looks forward to celebrating the success of 2010 with all of you!

**Tom Watson, Owner**

